

USPS Report on PRC Rate and Service Inquiries for June 2016

The Postal Regulatory Commission referred 40 inquiries to the Postal Service in June, 2016. Customers received responses on average within 8 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (26) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (8) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (6) – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

“Stamp Out Hunger” Food Drive - Record results

USPS employees collected more than 80 million pounds of food during this year’s Stamp Out Hunger food drive, a new record.

The total, [*announced*](#) June 20, surpasses the previous record of 77 million pounds. The annual drive has collected 1.5 billion pounds since it began in 1993.

“These results are gratifying because they mean that even more people will be helped,” said Fredric Rolando, president of the National Association of Letter Carriers (NALC), which sponsors the drive with the Postal Service.

More than 2.23 million pounds were collected in the Orlando area, leading the nation in donations.

Other top areas included Los Angeles (1.52 million pounds); Clearwater, FL (1.3 million pounds); Pinellas Park, FL (1.26 million pounds); and Miami (1.19 million pounds).

More than 10,000 cities and towns participated in this year’s Stamp Out Hunger, which was [*held May 14*](#).

The drive allows customers to leave bags of nonperishable food by their mailboxes. Carriers collect the donations, which are distributed to local food banks and pantries.

This year’s efforts included [*motivational video messages*](#), [*public service announcements*](#) and a partnership that allowed some customers to make [*online donations*](#).